

Troubleshooting
Contexte
Accounting
End of Day
End of Month

THE APPLICATION
SPECIALIST VIEW

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Accounting: End of Day

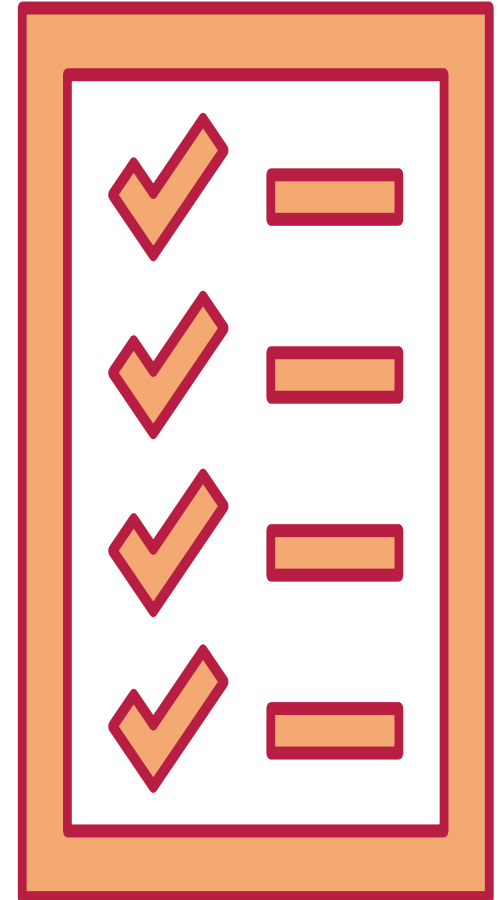
This process can be found in your Accounting Training Material, Section C pages 1-7

Courts that take money directly will complete these processes daily. Even when only a few receipts have been processed.

The purpose of EOD is to verify all funds receipted match the bank deposit.

Makes it easy to reconcile the funds that will be disbursed at the end of the month.

Cashiers and Accounting Supervisors will perform these task everyday.



The following
forms will be
used to complete
the EOD Process

CBRRTOT

CBACSPV

CBACREV

CAPCFED

CARCTGL

CBRRTOT

Cashier Session Summary Report

CBACSPV

Identifying Open Cashier Sessions

Approving Deposits

CBACREV

Closing Cashier Sessions

CAPCFED

Feeding Courts Funds to the General Ledger

CARCTGL

General Ledger Account Summary Report

CBRRTOT: Report that summarizes money taken by a specific cashier

Most Common Reported Concerns for CBRRTOT:

- ❑ Report CBRRTOT not popping up
- ❑ Ran CBRRTOT and it had transactions that should not have
- ❑ CBRRTOT shows \$0.00 when it should have money
- ❑ Getting error message when running CBRRTOT “ERROR JOB OUTPUT SERVLET COULD NOT PROCESS REQUEST AT GET PARM MAP”
- ❑ CBRRTOT not showing all transactions

Most Common Tips to Resolve CBRRTOT Issues:

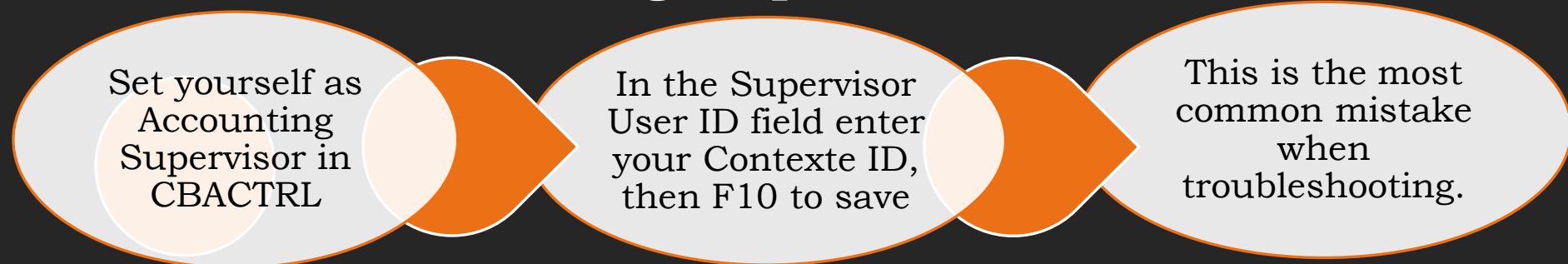
- ❑ Verify pop up blocker is on/off this will prevent the report from popping up
- ❑ Verify that previous day cashier session was closed properly. If not closed properly the TOT will display all transactions from prior day(s)
- ❑ Ensure you select DATABASE in the printer control box. If database is not entered the report will not display transactions.
- ❑ Error message usually are resolved with the Contexte Settings/Contexte installer. Unless there is a universal report issue
- ❑ Verify parameters used, session numbers are specific and dates as well. So, if all transactions do not appear it's a possibility the transaction occurred on another date or in a different session number.


| | | | | | |
|--------------------------|--------------------------------------|----------------------|-----------------------------------|-----------|---------------------------------|
| Supervisor User ID: | <input type="text" value="MEBLAKE"/> | Court: | <input type="text" value="30"/> | Location: | <input type="text" value="TC"/> |
| Debit Deposit Code: | <input type="text" value="ADEP"/> | Payment Docket Code: | <input type="text" value="PA90"/> | | |
| Debit Payment Code: | <input type="text" value="DEBP"/> | Void Payment Docket: | <input type="text" value="PAA0"/> | | |
| Disposition Adj. Reason: | <input type="text" value="DISP"/> | Fee Transfer Docket: | <input type="text" value="PA60"/> | | |

Accounting Rules

| | |
|---|---|
| Fees Associated With | <input checked="" type="checkbox"/> Allow Void Transactions |
| Violations and Sentences: <input type="radio"/> Violation Date | NSF Reason Code: <input type="text" value="NSF"/> |
| <input checked="" type="radio"/> Filing Date | NSF Detail Code: <input type="text" value="NSF"/> |
| | <input checked="" type="checkbox"/> Accept Overpayments |
| | Escrow Detail Code: <input type="text" value="OVER"/> |

Accounting Supervisor Process





| Active Cashier Session | | | | |
|------------------------|------------|---------------|-------------|-------------|
| Cashier | Court Code | Location Code | Start Date | End Date |
| ABREYNOLD | 30 | TC | 28-FEB-2022 | 07-MAR-2022 |
| ETRAFFIC30 | 30 | TC | 09-MAR-2022 | 10-MAR-2022 |
| KLHOLLAND | 30 | TC | 09-MAR-2022 | 09-MAR-2022 |
| PJHOUSE | 30 | TC | 10-MAR-2022 | 10-MAR-2022 |
| RNSMITH | 30 | TC | 18-JAN-2022 | 08-MAR-2022 |

CBACSPV: Identifying Open/Active Cashier Sessions

If a cashier session is still active the ID will be shown in the Active Cashier Session Block.

What is wrong with this picture?

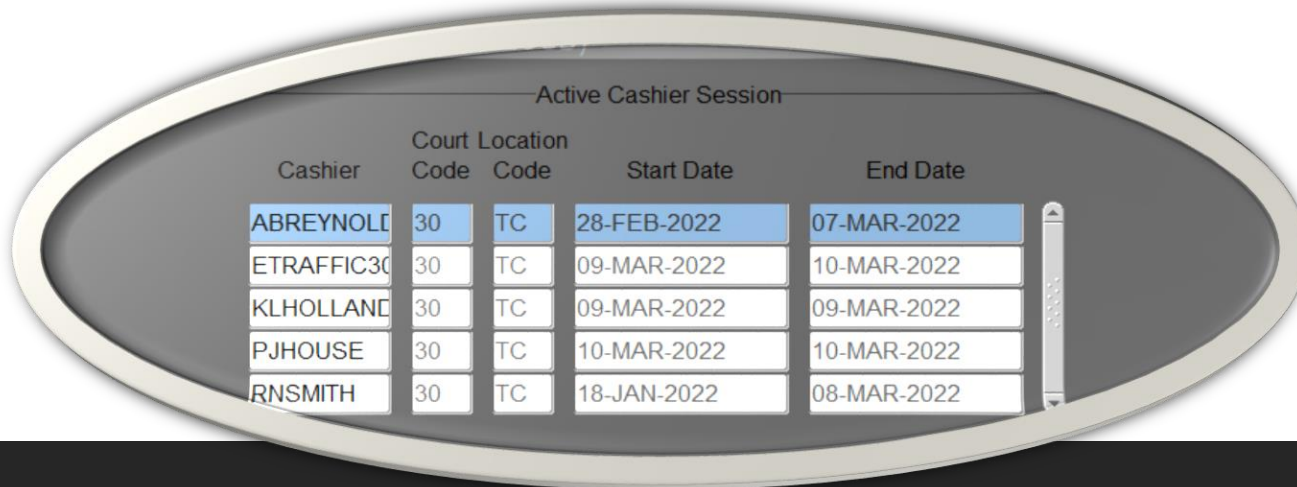
Common Issues with CBACSPV Active Cashier Sessions

The biggest concern with active cashier sessions is that the EOD process was not completed. The first three steps of EOD are specifically targeted to identify the money in the session(s), close to the session(s) and approve the session(s) for deposit.

If the session is not closed properly the cashier can receipt money causing the session to have multiple days of receipts and even multiple periods.

When multiple days are in one session the accounting supervisor/cashier can proceed as normal

When the session includes multiple periods, it can impact EOM disbursement.



| Cashier | Court Code | Location Code | Start Date | End Date |
|------------|------------|---------------|-------------|-------------|
| ABREYNOLD | 30 | TC | 28-FEB-2022 | 07-MAR-2022 |
| ETRAFFIC30 | 30 | TC | 09-MAR-2022 | 10-MAR-2022 |
| KLHOLLAND | 30 | TC | 09-MAR-2022 | 09-MAR-2022 |
| PJHOUSE | 30 | TC | 10-MAR-2022 | 10-MAR-2022 |
| RNSMITH | 30 | TC | 18-JAN-2022 | 08-MAR-2022 |

CBACREV

This tells you this Cashier
(Session User) has taken \$680

When verifying this Cashier
should have \$330 in Cash, and
\$350 in Checks.

By closing each session, you are
validating the amount received
and (will be) deposited

Cashier Session Review (CBACREV) (TRNG4)

Session User: DPMURDOCK Post Period: 2021 1
Session Number: 210576 Start Date: 21-JAN-2021
Last Entry Date: 21-JAN-2021 End Date: 28-JAN-2021

Session Summary Close Active Session

Session Number: 210576

Cash Deposit Summary

| Detail | Description | Type | Category | Total |
|--------|---------------|------|----------|---------|
| CASH | CASH PAYMENT | P | DCA | -330.00 |
| CHCK | CHECK PAYMENT | P | DCA | -350.00 |
| | | | | |
| | | | | |
| | | | | |

Deposit

Total Due: 680.00 Actual: 680.00 Over/Short: .00

Common Issues with CBACREV

TOP TWO REQUEST FOR CBACREV

When closing the cashier session for end of day the post period usually won't change. However, there will be times the post period will need to change. Interest receipts was the number 1 issue concerning post period request changes.

The second and usually the most request issue with CBACREV is that the cashier/accounting supervisor closed the session over/short.

Let's discuss best practices. This resolution has changed.

Post Period: 2021 1
Start Date: 21-JAN-2021
End Date: 28-JAN-2021

Session Summary Close Active Session

Session Number: 210576

Cash Deposit Summary

| Detail | Description | Type | Category | Total |
|--------|---------------|------|----------|---------|
| CASH | CASH PAYMENT | P | DCA | -330.00 |
| CHCK | CHECK PAYMENT | P | DCA | -350.00 |
| | | | | |
| | | | | |
| | | | | |

Deposit

Total Due: 680.00 Actual: 680.00 Over/Short: .00

CAPFED

(Court General Ledger Feed Report)

This report pushes the approved Cashier Sessions to the General Ledger.

NOTE: you will run this report twice, once in T(Test) Mode, and then in L(Live) Mode

v4.6

Process: CAPCFED

Courts General Ledger Feed

Parameter Set:

Printer Control

Printer

Special Print

Lines

Submit Time

DATABASE

Parameter Values

Parameters

Values

01

Run Mode

T

02

Report Level of Detail

S

03

Court Code

30

04

Location Code

TC

LENGTH: 2 TYPE: Character O/R: Required M/S: Single

Enter a valid location code (required).

Submission

☐ Save Parameters

As:



Hold



Submit

v4.6

Process: CAPCFED

Courts General Ledger Feed

Parameter Set:

Printer Control

Printer

Special Print

Lines

Submit Time

DATABASE

Parameter Values

Parameters

Values

01 Run Mode

02 Report Level of Detail

03 Court Code

04 Location Code

L

S

30

TC

LENGTH: 1 TYPE: Character O/R: Required M/S: Single

Run Mode: (L)ive or (T)est

Submission

☐ Save Parameters

As:



Hold



Submit

CARCTGL

(General Ledger Account Summary Report)



Process Submission Control Form GJAPCTL (HDCLOUD)

v4.6

Process:

CARCTGL

GL Account Summary Report

Parameter Set:

Printer Control

Printer

Special Print

Lines

Submit Time

DATABASE

55

Parameter Values

Parameters

Values

12

From Date

13

Thru Date

14

Court Code

15

Location Code

30

TC

LENGTH: 2 TYPE: Character O/R: Optional M/S: Single

Enter a valid location code.

Submission

☐ Save Parameters

As:

☐ Hold

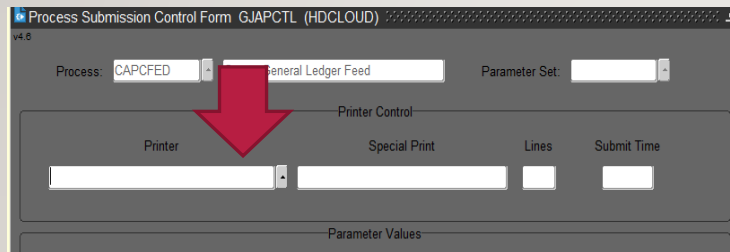
☐ Submit

QUESTIONS



CAPCFED WILL NOT RUN

REASONS CAPCFED WON'T RUN



Process Submission Control Form GJAPCTL (HDCLOUD) v4.0

Process: CAPCFED General Ledger Feed Parameter Set:

Printer Control


Printer Special Print Lines Submit Time

Parameter Values

Username: Connected.

Enter the run sequence number: Connected.
Connected.

HOW TO FIX

- 
- This is common when the court is new to Contexte. If you do not enter DATABASE in the printer box, CAPCFED will not run.
 - This can have 2 resolutions but are not limited to these resolves.
 - User has changed their password and it has a special character not acceptable with Contexte.
 - End user has tried to run CAPCFED multiple times and may require a DBA to kill the session to continue.

CAPCFED ERROR vs WARNING

WARNING ERROR

1. **** WARNING ****

CBRMISD: CBRACCT is missing for transaction, Use CTRDETC for Detail Code: FERR

2. ***** WARNING ***** CBRACCD:
ERROR The distribution relationship for the case: VASMB-18-32; Party: 938614593; Violation No: 2; Violation: 16-10-108 FTP is miss

ROUNDING ERROR

Report: CAPCFED
5.2
User: JDBRECKON
Process
Instance:
PRDCLOUD

ContexteFE
RunDate: 24-JAN-2022
Courts General Ledger Feed
RunTime: 04:07 P.M.

Page: 1

Run Mode: T
Report Type: S
Court Code: 60
Location Code: NL

ORA-20171: *ERROR*: Comparing the amount distributed to the amount calculated. ORA-20001: A rounding error of -341.08 occurred in CP_Calculate_Fee_GL_Entries on fees: fee: 20910375 formula num;□

WRN-ORACERR: Error occurred in file capcfed.pc at line 3377
WRN-ERRSTMT: Following statement was last statement parsed:
declare dummy_doc_code VARCHAR2 (8) ; dummy_seq_no NUMBER (4) ; Be

CAPCFED ERROR vs WARNING

CAPCFED WARNINGS: These warning will occur during EOD/EOM

The most popular concern of a CAPCFED warning is that they must halt the EOD/EOM process.

Fact is the EOD/EOM can continue when a CAPCFED WARNING is present. Warnings do not hinder the feeding of receipts to the general ledger (CARCTGL)

The warning does indicate a specific problem and should still be reviewed by the court and possibly researched by ACAP HELP if warning cannot be resolved by the court.

Warnings provide specific details that aid in resolution:

- Warnings include case numbers
 - Party ID's
 - Violations codes
- Description of warning

CAPCFED ERROR vs WARNING

CAPCFED ERRORS: These warning will occur during EOD/EOM

The most popular CAPCFED errors pertain to “rounding errors.”

According to WorkFront most of the rounding errors occur when an adjustment has been applied to a case and the adjustment(s) cause an error in the database/tables.

Because rounding errors are more complicated to resolve they will require a Technical Analyst to assist in the resolution.

The Technical Analyst identifies the case, the reason behind the error and corrects the error. The application Specialist will review the case, speak with the court about the resolve (details) and test the resolution.

Due to its complex nature CAPCFED errors can take a while to resolve and may result in many changes to the case that will need to be discussed with the court



**LET'S TALK
ABOUT IT**



END OF MONTH: REPORTS, RECONCILIATION AND DISBURSEMENT

End of month is comprised of many processes. Running reports, reconciling receipts with bank statement and disbursing checks. We will have a brief overview of processes, but our focus is to view common issues and how we can resolve them.

ACCOUNTING REPORTS

**THIS PROCESS CAN BE FOUND IN YOUR ACCOUNTING TRAINING MATERIAL,
SECTION D PAGES 1-5**

CZPSPAY



This part of the accounting process is for eFiling Courts. This process generates receipts for payments received via subscription pay for efilings. This report is typically run on or by the 26th of every month.

CZRREST



During the month verify that all restitution receipts have been associated to a recipients

CZRBREF



Used to identify Bonds that need to be refunded

CZRLIAB



The system can generate a payable and this report will verify any existing payables.

ACCOUNTING: END OF MONTH: RECONCILE

THIS PROCESS CAN BE FOUND IN YOUR ACCOUNTING TRAINING MATERIAL, SECTION E PAGES 1-6

During the 1st through the 10th of a new month, after completing EOD, after running Accounting Maintenance reports the following process is used to reconcile your receipts with the money in the bank.

- **CAACKRC**

Check Reconciliation: Used to clear/void checks

- **CARCKST**

Check status report: used to identify outstanding checks (checks that have not cleared the bank)

- **CBARCPT**

View/Voiding receipts

- **CBAMISC**

Recording Interest

- **CAAMENT**

Journal Entries

- **CARCTGL**

General Ledger Account Summary

- **CZRRCPPT**

Report that identifies all receipts for period.

ACCOUNTING: END OF MONTH DISBURSEMENT

THIS PROCESS CAN BE FOUND IN YOUR ACCOUNTING TRAINING MATERIAL, SECTION F PAGES 1-6

During the 1st through the 10th of a new month, after completing EOD, after running Accounting Maintenance reports the following process is used to reconcile your receipts with the money in the bank. Lastly, we disburse.

- **CZRRCRG**

Receipt Report: Used determine what needs to be disbursed

- **CAAPYOL**

Creates payables

- **CAACKRQ**

Creates checks for payables you created

- **CZRCKRG**

List of all checks that were created

- **CAPCFED**

Feeding Courts Funds to the General Ledger

- **CARCTGL**

General Ledger Account Summary

COMMON ISSUES WITH END OF MONTH

REPORTS:

1. CZPSPAY: Got a different number than what was deposited into the bank.
2. CZPSPAY: Did receipt the money on the account.
3. CZPSPAY: Will not run
4. CZRREST: Restitution is not attached to recipient
4. CZRBREF: Bonds went to defendant as a refund but should go to the case fees.

For the sake of time, the CZPSPAY process has seen a decrease in issues, but the resolution is typically the court will need to manually apply the money because INA deposited the money in their bank account or contact INA directly. If the report did not run, its usually the file name was entered incorrectly.

Restitution not attached to a recipient can be complicated in process but to simplify it, you unattach and reattach the recipient.

There is not a common fix for bond issues and each issue should be reviewed and discussed with a tier 2 application specialist to ensure accuracy .

COMMON ISSUES WITH END OF MONTH

- RECONCILING AND DISBURSING:
- 1. CZRRCRG : This report takes a long time and/or will not produce a report
- 2. CAACKRQ : Getting error printing checks (payable in use error)
- 3. CAPCFED : Getting error or unable to run

With all the steps to processing EOM these three according to WorkFront are the most commonly report issues. We have done some extensive research for CAPCFED.

The other two top issues come often and for multiple courts. Currently there is not a resolution to the CZRRCRG report taking a long time and most of the time it will not produce a report if they attempt to run it multiple times. To combat the several request, we run this report for the court. Its half the time. This does not negate any attempt to trouble shoot but allows the court to proceed with EOM.

Lastly, CAACKRQ is running neck and neck with the CZRRCRG issues. It's a simple fix that the Technical Analyst can solve, but usually occur when the court is preparing to print checks and starts to do something else (multi tasking) and Contexte insist you complete this financial transaction before you proceed to anything else.



